

**From:** Frank Kink  
**To:** Microsoft ATR  
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**Subject:** Microsoft Settlement

Alright, I think that it is time to stop all these frivolous lawsuits and let's concentrate on good solid consumer programs. I presently maintain 700 desktop P.C's and have had to completely reload 10 that the new AOL connection software was loaded on. As a company policy now we do not allow anyone to load anything AOL, which is just not a reliable piece of software. This was probably due to some subversive code written within the Microsoft Windows OS that causes these problems. O' Yes it must be a Microsoft problem. These problems range from system lockups, to software corruption. After trying to uninstall the program several times but to no avail I had to resort to a complete reload. I have never had any problems with internet explorer, no matter what version was installed. I would hope that AOL was willing to defend its present software, and also the many complaints I have had with their dial-up service. These vary from unable to connect to constantly having to reconnect. AOL problems do not emanate from Microsoft products, but from their own software. Any loss of business that AOL claims was due to the Microsoft browser, would be minute compared to the number of people that quit using AOL due to poor performance.

Maybe someone should file suit against AOL for delivery of a defective product! Witnesses would be simple to find since anyone who is presently using AOL will attest to these and probably many more problems. Let's not use Microsoft as a whipping boy for problems they don't, and would not have had any control over. Let's get out of court with these seemingly endless stupid suits, and start to clean up the backlog of consumer protection suits that really matter or have some merit.

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